

Massage Envy Statement

Massage Envy is committed to promoting a safe environment for members, guests and service providers at each of our nearly 1,200 franchise locations nationwide. We urge anyone that experiences anything other than a safe, quality massage to report it immediately to the franchise location so that it can be investigated. We cannot comment on pending allegations or litigation, but we believe we have established best-in-class practices to address the types of issues alleged.

Upon receipt of a complaint, Massage Envy policy requires franchisees to supply the victim with contact information for local law enforcement, the state board and the RAINN Sexual Assault Hotline. The policy also requires the franchisee to provide a private room for the victim to contact law enforcement or anyone whom they choose.

Our policies require that upon a report of inappropriate conduct, franchisees must immediately remove the service provider from the schedule, conduct a prompt, fair, and thorough investigation, and if it is determined an offense occurred, the therapist must be terminated and marked as ineligible for hire at any Massage Envy franchise location nationwide.

Massage Envy requires that its franchisees report to law enforcement and/or state licensing boards when required by law.

Based on the guidance from leading sexual assault experts, including RAINN, it is our policy to respect the victim's privacy and their right to decide whether they would like to report to law enforcement, the state board, or anyone else. This victim-centered approach takes into account the effects of trauma and empowers the victim to make critical decisions on their own behalf to promote emotional healing.

We will never stop working to improve our safety policies.

For more information please visit the Commitment to Safety section of our website at <https://www.massageenvy.com/a-commitment-to-safety/>